12.4 OTHER SUBSEQUENT REPORT CONSIDERATIONS

12.4.1 NO ACCESS

When the customer calls to generate a subsequent report and the original (pending) report has been No Accessed, TAFI will prompt for an answer to the question *"Is Access Available?"*. This will prompt you to establish a specific appointment window for the technician to return and clear the trouble. (We want to avoid another no access situation.) The No Access reason, provided by the repairman, will be displayed so that you can inform the customer of the reason for the delay, when appropriate.

12.4.2 OVERRIDE

If you determine that a special update is necessary, you should depress the F12 key to access the Sub Override or Limited Sub Override Menu (F12). TAFI determines automatically which is the appropriate override menu to display when you depress F12. (The Limited Sub Override appears if you are on the Trouble Report screen and the disposition of the report has been determined.) The only difference between the two is the Limited Sub Override does not allow you to use the Escalation flow. The reason for the escalation will be entered in the narrative and TAFI will automatically select the correct routing when you use this escalation override option.
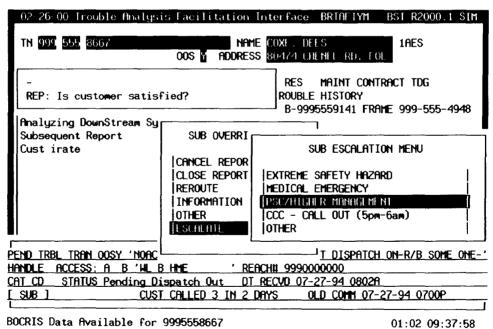
```
02-26-00 Trouble Analysis Facilitation Interface  BRTAFIYM   BST R2000.1 SIM

TN 999 555 8667                        NAME COXE. DEES            1AES
                              OOS Y  ADDRESS 80474 CHENIL RD. COL

 -                                       RES   MAINT CONTRACT TDG
REP: Is customer satisfied?             ROUBLE HISTORY
                                        B-9995559141 FRAME 999-555-4948

Analyzing DownStream Sy┌────────────────────────┐
Subsequent Report         SUB OVERRI┌─────────────────────────────────┐
Cust irate                           │       SUB ESCALATION MENU
                        |CANCEL REPOR
                        |CLOSE REPORT|EXTREME SAFETY HAZARD            |
                        |REROUTE     |MEDICAL EMERGENCY               |
                        |INFORMATION |PSC/HIGHER MANAGEMENT           |
                        |OTHER       |CCC - CALL OUT (5pm-6am)        |
                        |ESCALATE    |OTHER                          |
┌───────────────────────
PEND TRBL TRAN OOSY 'NOAC───────────────────────T DISPATCH ON-R/B SOME ONE-'
HANDLE  ACCESS: A  B 'WL B HME        ' REACH# 9990000000
CAT CD   STATUS Pending Dispatch Out   DT RECVD 07-27-94 0802A
[ SUB ]              CUST CALLED 3 IN 2 DAYS      OLD COMM 07-27-94 0700P

BOCRIS Data Available for 9995558667                   01:02 09:37:58
```

Figure 112 – Sub Escalation Menu

Selecting the ESCALATE option on the SUB OVERRIDE menu will display the
SUB ESCALATION menu.

Selection of any one of these options will take you through an escalation flow. It also adds a message
to the narrative on the final trouble report screen.

12.4.3 IRATE

In customer irate and emergency situations, handle the contact as you have been trained and then notify
your Assistant Manager so he/she is aware of the situation. Remember your customer contact skills
training and pay particular attention to irate customers.

12.4.4 CATEGORY OF REPORT

On a subsequent report, the category of report is coded CX with one exception.
If the pending report is coded EO and the customer is now reporting the trouble, the report must be
coded CD. (The first customer report is always categorized CD.)

In a case where the initial report was a BST employee originated report (i.e., proactive maintenance on
the line), TAFI will process the subsequent as though it was an original and should be discussed with the
customer likewise. (i.e., The customer most likely does not know that an employee has already
reported the problem for him.)

12.4.5 OTHER SUBSEQUENT TIPS

- TAFI will recognize cable and central office failures for special handling. If the
  subsequent is not related to the cable failure, you will be requested to refer the trouble
  to the local WMC.

- Denials and suspension of service occurring after the original report has been routed,
  depending on the status of the report, must be on-line transferred to the Business Office.
  You may either leave the report in its original status or exclude the report.

13	**SUPERVISOR FUNCTIONS**

Individuals with Supervisor authority in their TAFI profile are given certain tools to help them manage the business.

13.1 MANAGING TAFI QUEUES

A key to successfully managing a call receipt environment is knowing (and reacting to) the status of the work being performed. One of the TAFI advantages is the ability to perform work (MLT testing, MARCH transactions, etc.) on one or more customer's trouble(s) while the user is attending to another customer's needs. Reports that require this background activity are placed in the user's work queue thereby freeing the screen for handling the next opportunity.

As the user completes a trouble report (i.e., sends the close out window information to LMOS), the system displays the contents of the user's queue prior to presenting the initial trouble entry window. Supervisors can also monitor these user queues and perform certain functions to redistribute the work if necessary.

> **Failing to MANAGE the TAFI queued reports will result in inefficient operation**

To monitor the TAFI work queue, the supervisor logs into the system and, at the initial trouble entry window, depresses function key F-4[9].

---

[9] Note: each CLEC will get one training ID that has supervisor privilege and seven 'user' ID's. In the current arrangement, the Supervisor ID is 'simuser'; password = train1.

```
              TAFI ID ▇▇▇▇      GROUP ID ▇▇▇▇

USER     TN               NOTE      STATUS  DATE RECEIVED  NEW COMMITMENT
uditrn0  5022446666                 Ready   07-23-99 1108A NONE
nettrn1  8509947174                 Ready   10-05-99 1051A NONE
suptrn1  3057408123                 Ready   05-31-00 0317P NONE
suptrn2  3059495583                 Ready   06-08-00 0219P NONE
suptrn1  9995551111                 Ready   05-24-00 0950A NONE
hpctrn3  9995559898                 TEST    04-04-00 0834A 06-10-94 0500P
hpctrn7  9995556060                 Ready   05-01-00 0203P NONE
suptrn2  3057526239                 Ready   06-08-00 0232P NONE
suptrn3  9995551113                 Ready   05-19-00 0936A NONE
suptrn4  9995551144                 Ready   05-18-00 1136A 06-10-94 0500P
suptrn7  9995551117                 Ready   05-19-00 0938A 06-10-94 0500P
. . . . . . . . .  . . . . . . . . . . . . . . .  . . . . . . . . . . . . .

 ▇up  ▇down  ▇lookup  ▇reassign  ▇exit  ▇reassign all
     ▇find orphans  ▇reset user  ▇sort(cuid)  ▇sort(comm.)
```
07:13:37

Figure 113 – Queue Management Window

The display will show all of the queued reports for users in this CLEC's group (i.e., in this example, the system administrator was able to display all queued reports on the training system to illustrate the new options of Sort CUID and Sort Comm).

> **The CLEC TAFI system limits the CLEC Supervisor to just viewing users in his company (i.e., he/she can not alter the value in the Group-ID field which contains the CLEC's OCN value).**

13.2 THINGS TO LOOK FOR WHEN REVIEWING QUEUED REPORTS:

1. The length of time that a report has been in the work queue. Depending upon the volume of incoming calls, and assuming access to legacy systems are working as expected, some reports may be in queue for 30 to 45 minutes. (If a legacy system is down, queue time would be longer ... and that would be expected.)

2. The supervisor must compare the new commitment time to the current time and take appropriate action to ensure that commitments to the customer will be met.

3. Does a specific user have an inordinate number of reports in the queue compared to other users. The supervisor should review the situation with the user and make arrangements to work the queued reports in a timely manner.

4. Are all of the users with queued reports still on duty? (i.e., Did someone log off and go home with reports still in queue?) The user's are responsible for managing their individual queued reports and must notify their supervisor to reassign reports to other users if they can not complete the work during their tour.

13.3 REASSIGNING QUEUED REPORTS

To reassign a specific report to another user:

1. The supervisor places the selection bar on the target report (using the F-2 / F-3 function keys) and then depresses function key F-5 (reassign).

2. The system responds by displaying a list of active users on the processor (for his/her company).

```
                    TAFI ID
                                    REASSIGN QUEUE
    USER         TN          NO                                  COMMITMENT
    simuser      999555456 8  re    TN: 999-555-4568             9 94 0600P
    simuser      9999495038                                      9-95 0600P
    . . . . . . . . . .   . . . . . . . . . .  . .   OWNER: simuser        . . . . . . . . . .

                                    USER ID    USER NAME
                                    simuser    *  sim supervisor
                                    simuser8   simuser8




    up    down   lookup
      find orphans    res   up    down    reassign    exit
```
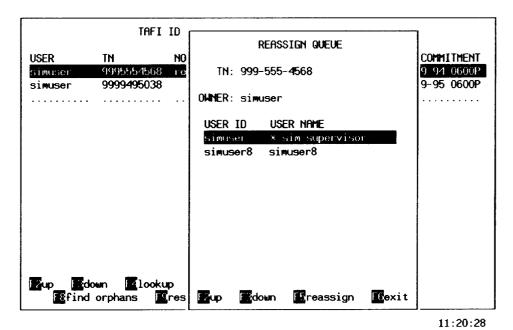
11:20:28

Figure 114 – Reassigning Queued Reports

3. The supervisor identifies the user to receive the queued report by highlighting their name with the selection bar (F-2 / F-3).

4. Depressing function key F-5 (reassign) will transfer the target report to the new user's work queue. (The next time the new user completes a TAFI report, the system will display the contents of their work queue and they will see the new report.) The system will close the active users display window and return the supervisor to the queued reports display window.

```
                TAFI ID  ████████        GROUP ID 999999

 USER        TN          NOTE        STATUS   DATE RECEIVED   NEW COMMITMENT
 simuser8    999555-568  recontact   RETEST   05-30-97 1112P  07-29-94 0600P
 simuser     9999495038              Ready    05-30-97 1117P  07-29-95 0600P
 . . . . . . . . . . .  . . . . . . . .  . . . . . . . . .  . . . . . . .  . . . . . . . . . . . . .  . . . . . . . . . . . . .













     Fup    Fdown    Flookup    Freassign    Fexit    Freassign all
          Ffind orphans    Freset user
```

TEST Results Requested for 9995554568   11:20:53

Figure 115 – Reassigned Queued Report

In specific circumstances, the supervisor may wish to reassign all of the reports displayed on the queued reports window to another user. Typically this would be done when a given user has to leave for the day and they have several reports in their work queue.

To reassign a group of reports to another user:

1. Display the target group of reports to be reassigned to another user.

   • If the target group is for a specific user, enter the user's CUID in the TAFI ID field (blank out the GROUP ID field) and depress function key F-4.

2. Depress function key F-7 (reassign all).

3. Follow steps 2 through 4 listed above.

13.3.1 SORTING QUEUED REPORTS
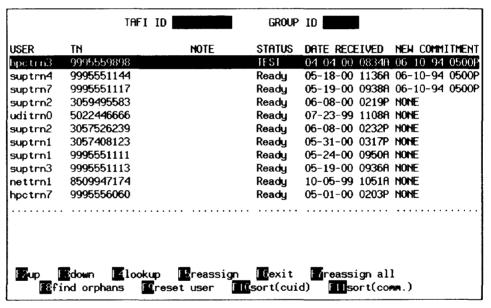
In reassigning queued reports, two criteria may be considered: (1) how much time is available before missing the commitment time to the customer and (2) which user has placed reports in the TAFI queue. To assist the supervisor in making some determinations about the reports queued for his company, TAFI now provides the ability to sort the queued reports list by either Commitment Time (comm) or User ID (cuid).

Once the supervisor has obtained the Queued Reports screen (see Figure 113) he can sort the report by commitment time by depressing F11.

```
                TAFI ID ████████     GROUP ID ████

USER      TN              NOTE      STATUS   DATE RECEIVED  NEW COMMITMENT
hpctrn3   9995559898                TEST     04 04 00 0834A 06 10 94 0500P
suptrn4   9995551144                Ready    05-18-00 1136A 06-10-94 0500P
suptrn7   9995551117                Ready    05-19-00 0938A 06-10-94 0500P
suptrn2   3059495583                Ready    06-08-00 0219P NONE
uditrn0   5022446666                Ready    07-23-99 1108A NONE
suptrn2   3057526239                Ready    06-08-00 0232P NONE
suptrn1   3057408123                Ready    05-31-00 0317P NONE
suptrn1   9995551111                Ready    05-24-00 0950A NONE
suptrn3   9995551113                Ready    05-19-00 0936A NONE
nettrn1   8509947174                Ready    10-05-99 1051A NONE
hpctrn7   9995556060                Ready    05-01-00 0203P NONE
.........  ................. ..........  .......  ............... ...............


    █up    █down    █lookup    █reassign    █exit    █reassign all
         █find orphans    █reset user    █sort(cuid)    █sort(comm.)

                                                              07:15:19
```

Figure 116 – Queued Reports Sorted by Commitment

Perhaps a given user has left for the day and the supervisor wishes to reassign all of the queued report for that individual to someone else. To quickly see which reports belong to an individual user, the Supervisor depresses F10 (once he has the initial report) as shown in Figure 117.

```
                TAFI ID ████████        GROUP ID ██████

USER      TN                  NOTE        STATUS   DATE RECEIVED   NEW COMMITMENT
hpctrn3   9995559898                      TEST     04-04-00 0834A 06-10-94 0500P
hpctrn7   9995556060                      Ready    05-01-00 0203P NONE
nettrn1   8509947174                      Ready    10-05-99 1051A NONE
suptrn1   9995551111                      Ready    05-24-00 0950A NONE
suptrn1   3057408123                      Ready    05-31-00 0317P NONE
suptrn2   3059495583                      Ready    06-08-00 0219P NONE
suptrn2   3057526239                      Ready    06-08-00 0232P NONE
suptrn3   9995551113                      Ready    05-19-00 0936A NONE
suptrn4   9995551144                      Ready    05-18-00 1136A 06-10-94 0500P
suptrn7   9995551117                      Ready    05-19-00 0938A 06-10-94 0500P
uditrn0   5022446666                      Ready    07-23-99 1108A NONE
.........  ....................  ...........  .......  ...............  ..............




   ██up    ██down   ██lookup   ██reassign   ██exit   ██reassign all
      ██find orphans   ██reset user   ██sort(cuid)   ██sort(comm.)
```

07:14:36

Figure 117 - Queued Reports Sorted by User

13.4 **OTHER OPTIONS**

The earlier TAFI versions did not permit users to log off with reports in their queue and ungraceful disconnects generated orphaned reports (the association with a given user was lost). This has been corrected over time and the **Find Orphans** option no longer has meaning.

In a similar evolution, the **Reset Users** option has been replaced with an automatic process to kill off old sessions.

14   DLEC TAFI

For this discussion and TAFI utilization a DLEC (Data Local Exchange Carrier) is defined as a special case CLEC that provides High Speed data communications to a BellSouth end-user over that end-user's telephone line via the Line Sharing (LS) technique. The distinction is that BellSouth 'owns' the voice customer and the DLEC shares the voice facility to deliver High Speed data communications.

Since, by definition, the DLEC is only providing Line Share Data (LSD) communications to a BellSouth end-user their capabilities in TAFI are limited to:

1. Entering a Line Share Data trouble report

2. Modifying an existing Line Share Data report

3. Obtaining a MLT test

4. Viewing Trouble History data

5. Requesting a Vendor Meet

TAFI was modified to provide this specific use (i.e., DLECs can only process Line Share Data trouble reports) functionality via a series of questions in a single flow as opposed to providing options via the main menu approach.

14.1   ASSUMPTIONS

The successful use of DLEC TAFI is based upon the following assumptions:

1. The DLEC user will have and maintain a unique TAFI user_id for processing Line Sharing Data trouble reports. Specifically, should a traditional CLEC expand their offerings to include LSD (or visa-versa), then the CLEC's TAFI users would have two unique user_ids: (1) one to process non-designed voice trouble reports (as described in previous sections of this document) and (2) one to process LSD reports.

2. LSD trouble reports are entered into LMOS on the end-users telephone number. Many DLECs track their activity by circuit_id (as opposed to telephone number). The DLEC must know and enter the end-user's area code along with the circuit_id in order for TAFI to find the corresponding telephone number. (**Note:** the DLEC could enter the LSD report by entering the end-user's telephone number directly.)

3. Per the agreed to maintenance process a problem with the end-user's voice service may negatively impact his LSD communications and resolving the voice trouble condition is the priority of the overall repair process. The DLEC will instruct his LSD customer to report any problems with the voice service to his local service provider (BellSouth) and then, once repaired, determine if the LSD is still in trouble or not.

14.2 GETTING STARTED

As indicated above, DLECs have limited capabilities in TAFI and much of the information provided earlier in this document does not apply.

The information provided in Section 4.2 (Accessing TAFI) applies to DLEC users with the exception of Section 4.2.4 (User Validation). The DLEC OCN value is found in the Customer Service Record (CSR) behind the UNN1 FID. As described in Section 4.3, DLECs also have access to the Back-Up CLEC TAFI processor.

How to log into and out of the CLEC TAFI processor, along with screen layout information provided in Sections 5 through Section 5.3 also apply to the DLEC user.

14.3 DLEC TROUBLE ENTRY SCREEN

```
09 07 00  Trouble Analysis Facilitation Interface  BDTAFS2M   BS1 00.4

TN  ██ ██ ███████████████        NAME ████████████
                        OOS █ ADDRESS ████████████

        ┌─────────────────────────────────────────────┐
        │ TN ██ ██  8SWXX500014███████████            │
  ┌──────┐ │                                            │
  │DIAL  │ │ Queue Management? █                        │
  │OUTGOI│ │                                            │
  │INCOMI│ │ █profile   █queued   █supervise  █exit     │
  │TRANSM│ │                                            │
  │MEMORY│ │ xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx │
  │MEMORY│ │ x  May contain fragmented CPNI, to be used only x │
  │CALLIN│ │ x  consistent with your CPNI training. Not to  x │
  │LONG D│ │ x  be used for sales and marketing purposes.  x │
  │PHYSIC│ │ xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx │
  │DATA P│ │                                            │
  │ENHANC│ │                                            │
  │NEW FL│ │                                            │
  │NEW FL└─┴─────────────────────────────────────────────┘

No troubles in queue                              08:08:42
```
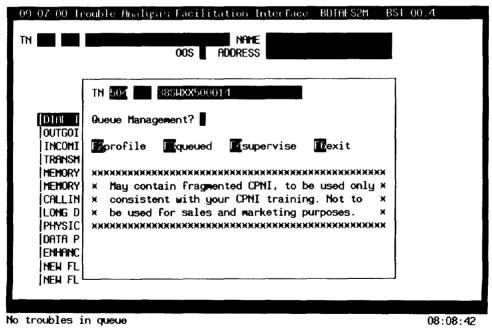
Figure 118 – Initial Report Using the Line Sharing Circuit_ID

To enter an LSD trouble report, the DLEC must enter the end-user's area code, tab past the NNX field, enter the associated circuit_id value as shown in the figure above, and then depress the Enter key.

DLEC TAFI examines the end-user's CSR to determine if Line Sharing is present and, if it is, does the DLEC using TAFI own the Line Sharing service. If DLEC TAFI does not find LS on the CSR, the following message is returned:

```
09 07 00 Trouble Analysis Facilitation Interface  BDTAFS2M   BST 00.4

TN ██ ██ ████████████████ NAME ████████████
                     OOS █ ADDRESS

         TN ▓▓▓ ██ 40SWXX500198 ████████████████

 |DIAL I| Queue Ma - 1         CID ERROR
 |OUTGOI|
 |INCOMI| ▓profil    No record of Line Sharing
 |TRANSM|           found for the Circuit ID entered
 |MEMORY| xxxxxxxx                                 xxxxx
 |MEMORY| x  May              OK                 nly x
 |CALLIN| x  consi                               o   x
 |LONG D| x  be used for sales and marketing purposes.  x
 |PHYSIC| xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx
 |DATA P|
 |ENHANC|       Visit The TAFI Intranet Web Site:
 |NEW FL|       http://user1.home.bst.bls.com/~tafi
 |NEW FL|

ERROR ETXT: DB COULD NOT BE DETERMINED FROM NPA/NNX              08:25:31
```

Figure 119 – No Record of LS Found Message

⇒ **Note:** TAFI provides information to the user in several places on the screen. In addition to the Status Line message (Error ...) DLEC TAFI displays a message in what's called a "Message Window" (a heavy line surrounding text). When a message window is displayed, all processing is halted until the user acknowledges the message by depressing the Enter key (see Section 5.4.3). Depressing the Enter key here will return the user to the Initial Trouble Entry Window (ITEW) to process the next report (or log off).

This message could occur for several reasons:

1. The circuit_id entered was entered incorrectly or was not for LS

2. The LS order just completed and the down stream systems (LMOS and CRIS) have not been updated with the new information.

The DLEC would verify that the circuit_id entered was correct. If not, re-enter. If it was correct, the DLEC can continue processing the report by entering the end-user's telephone number.

⇒ **Note:** DLEC TAFI generates an LSD trouble report on the end-user's telephone number. In LMOS, the LS circuit_id is stored as a SLID (Secondary Line ID) for the associated telephone number. By entering the telephone number directly, DLEC TAFI can see if there are any pending Service Orders (SO) which may include LS. If DLEC TAFI finds a SO that was due today (or past due) **and** the order is not in a jeopardy status **and** LS was on the order **and** the DLEC using TAFI is the owner ... the DLEC can continue to enter the report. _For this reason, DLECs may choose to enter all LSD trouble reports using the end-user's telephone number initially._

If the DLEC attempts to process a report and he is _not the 'owner'_ of the LS service, DLEC TAFI will return the following message:


```
09 07 00 Trouble Analysis Facilitation Interface  BDTAFS2M   BST 00.4

TN 404 417 9509                      NAME  UNAS IN LMOS
                          OOS  N  ADDRESS  UNAS IN LMOS

   -                                  MAINT CONTR INFO NOT AVAIL
   CPNI DATA IS NOT AVAILABLE         ROUBLE HISTORY
                                        FRAME

Analyzing DownStream Sys[ ]       NOTICE
CRIS-LSD=N
SO-LSD=Y                   This Account Belongs to
Owner=N                    Another Company.

                                 OK



Information Available for 4044179509
```

Figure 120 – Line Sharing Belongs to Another DLEC Message

Depressing the Enter key here will return the DLEC to the ITEW so he can enter the next report (or log off). If no LS indication was found when the DLEC entered the telephone number a message similar to Figure 119 – No Record of LS Found Message would be displayed without the circuit_id reference.

⇒ **Note:** If the DLEC is sure of the end-user's telephone number and DLEC TAFI continues to return an error message, the DLEC must call the UNE Center for resolution.

When DLEC TAFI finds a match (DLEC owns the LS service on the record), the processing flow continues. DLEC TAFI will provide a message window indicating the CPNI status for the end user (as shown below). The DLEC user must follow his company's rules in dealing with CPNI data ... and this message merely reminds the DLEC. After reading this message, the DLEC depresses the Enter key to continue.

```
09 07 00 Trouble Analysis Facilitation Interface  BDTAFS2M   BST 00.4

TN 404 417 0205                    NAME *CAO*LINE; SHARE TES
                          OOS N  ADDRESS 7 EXECUTIVE PARK DR

-                                  BUS   *NO MAINT CONTRACT
CPNI DATA:                         ROUBLE HISTORY
PCL MCH F                           FRAME
[MECHANIZED CONVERSION]
[FULL RESTRICTION (BILL & CSR)
customer has not yet given CPNI release




DLR DLEX Data Available for 4044170205                00:16 09:30:54
```

Figure 121 – CPNI Message Window

14.4 DLEC PROCESSING FLOW

The DLEC is a 'captive user' in TAFI and can only process transactions associated with LSD. Therefore, instead of multiple menu options, the DLEC is guided through a series of flow questions in order to generate the expected outcome. These questions are presented in a Query Window (see Section 5.4.2) that requires a Y/N response from the DLEC.

14.4.1 VENDOR MEET

The first question in the flow (see the figure below) allows the DLEC to request a vendor meet (i.e., arrange for a BellSouth technician to meet with the DLEC's technician to resolve a specific problem). If the DLEC does not require a Vendor Meet, depress "N" and DLEC TAFI will display the next question in the flow.

⇒ **Note:** In most cases the answer to this question will be "N".

```
09 07 00  Trouble Analysis Facilitation Interface  BDTAFS2M   BST 00.4

TN 404 417 0205                       NAME  xCAOxLINE; SHARE TES
                        OOS N   ADDRESS 7 EXECUTIVE PARK DR

  -                                    BUS   xNO MAINT CONTRACT
  Do you wish to enter a              ROUBLE HISTORY
  Vendor Meet request?                  FRAME

 CRIS-LSD=Y
 Owner=Y
```

DLR DLEX Data Available for 4044170205   00:45 09:31:23

Figure 122 – Vendor Meet Question

Should the DLEC require a Vendor Meet, answering "Y" to the question above will automatically generate the Trouble Report Screen shown below.

INITIAL TROUBLE REPORT - ROUTE FOR HANDLING

```
  -                             REPEAT N   EC 999  UNIT 33128309
  Input requested meet location             LOC RM 227
  in narrative.                   SO Y


    REACH# 8884626823      ACCESS# _____      CALLED# _____
    REMARKS _____           OK/ _____       REP BY Covad
  TRBL DESC LSD  xxxx ___ ___                    NOTE _____
  NARRATIVE -x[] req vend mt [38.SHXX.5000007]

    MTR: _ LINK: _____
  NEW COMM AS _____      ACCESS: A ____ B ____      OS 09-07-00 0600P
   CUS DT _____          CAT CD  IRATE N  CC N     AS 09-07-00 0600P
  DT RECVD _____         SUB: CLSALT _ NI N        BC 09-08-00 0700P

  TEST RES _____         HANDLE VENDOR  MISC H54A
  RECOMMEND req vend mt
                                                    BDTAFS2M
```

DLR DLEX Data Available for 4044170205   00:20 09:58:13

Figure 123 – Vendor Meet Requested Trouble Report Screen

Notice that DLEC TAFI provides a Message Window in the upper left-hand corner of the screen advising the user to enter meet location in the Narrative line. Depress the Enter key to clear the

message window and then use the cursor positioning keys to place the cursor at the end of the narrative information and then begin typing. Before sending this report the DLEC must:

1. Move the cursor to the NEW COMM field and enter the date and time of the desired meeting (over typing the default entry). For example, the OS (Out of Service) commitment time in the sample above is September 7, 2000 at 6 PM. Assume that the vendor meet was requested for 3 PM on September 7, the user would enter

<div align="center">**09-07-00 0300P**</div>

2. Next move the cursor to the "B" field and enter the desired time again – i.e., 0300P

3. Depress the Enter key to send the report. DLEC TAFI will then return the user to the ITEW for the next report.

14.4.2 TROUBLE HISTORY

In some cases the DLEC may wish to view the trouble history data for the end-user's line. Answering "Y" to the following query window will retrieve the LMOS DLETH (extended trouble history) for viewing.

Figure 124 – Trouble History Request Question

In most cases the DLEC would answer "N" which generates the next question in the trouble report flow. However, should the DLEC answer this question with a "Y", TAFI will retrieve the DLETH trouble history for the line and display it as shown below:

Figure 125 – DLETH Trouble History Data now Available

After a short period of time, DLEC TAFI will display the status line message "DLR DLEX Data Available for ...". The message window appears informing the user that the Trouble History will be displayed (as soon as the DLEC hits enter to clear the message window).

```
09 07 00  Trouble Analysis Facilitation Interface  BDTAFS2M   BST 00.4

  TN 404 417 0205                   NAME ×CAO×LINE; SHARE TES
                           OOS      ADDRESS 7 EXECUTIVE PARK DR

    -                                BUS   ×NO MAINT CONTRACT

  DLETH       EC 999 TN 404 417 0205   PRTR


  LN  ×CAO×LINE; SHARE TEST ACCOUNTCOVRD

  SA  7 EXECUTIVE PARK DR

  LOC

  ---HIST---

  NO     REPORT       S    CLEARED      CLOSED    TST RPM SWK RSL  T    D
  C



 Trouble History (DLETH) Data Available for 4044170205         03:00 09:33:38
```

Figure 126 – Displaying the DLETH (Trouble History)

Once the DLEC has viewed the trouble history data, the user will depress the F6 function key to return to the next step in the maintenance flow.

⇒ **Note:** depressing the page up/down keys while the trouble history is displayed, will allow the user to scroll through the report.

14.4.3 VOICE TROUBLE POSSIBILITY

At this point in the DLEC maintenance flow the system asks if the end-user is experiencing problems with his voice service:

```
09 07 00 Trouble Analysis Facilitation Interface  BDTAFS2M   BST 00.4

TN 404 417 0205                    NAME xCAOxLINE: SHARE TES
                       OOS N  ADDRESS 7 EXECUTIVE PARK DR

  -                                  BUS   xNO MAINT CONTRACT
  Does the end-user have trouble    ROUBLE HISTORY
  with his voice services - Y/N?       FRAME

 CRIS-LSD=Y                        |
 Owner=Y                           |
 Meet=N                            |
                                   |
                                   |
                                   |
                                   |
                                   |
                                   |
                                   |

Trouble History (DLETH) Data Available for 4044170205       03:35 09:34:13
```

Figure 127 – Verifying the Absents of a Voice Trouble

Since the DLEC is sharing the line with the end-user's voice service, any problems with the voice service could impact the LSD. Should the end-user indicate to the DLEC that they do have a voice problem, TAFI provides the following information:

```
09-07-00 Trouble Analysis Facilitation Interface  BDTAFS2M    BST 00.4

  TN 404 417 0205                     NAME xCAOxLINE: SHARE TES
                            OOS     ADDRESS 7 EXECUTIVE PARK DR
  ┌──────────────────────────────────┐     BUS   xNO MAINT CONTRACT
  │ -                                │ ROUBLE HISTORY
  │ Please have your customer report his │   FRAME
  │ voice troubles to his service provider, │
  │ and once repaired, retry his HS data │
  │ connection. Press 'Y' to continue. │
  └──────────────────────────────────┘

  Meet=N                          │
                                  │
                                  │
                                  │
                                  │
                                  │
                                  │
                                  │
                                  │
                                  │

Trouble History (DLETH) Data Available for 4044170205           04:05 09:34:43
```

Figure 128 – Customer Routed to his Voice Vendor to Report the Problems

Acknowledging this query window (by depressing Y), TAFI will cancel the report and then bring the user to the ITEW.

```
09-07-00 Trouble Analysis Facilitation Interface  BDTAFS2M    BST 00.4

  TN 404 417 0205                     NAME xCAOxINE: SHARE TES
                            OOS     ADDRESS 7 EXECUTIVE PARK DR

                                     WKG BUS   xNO MAINT CONTRACT
        RM 227                       NO TROUBLE HISTORY
  ┌──────────────────────────┐       MCAL  FRAME
  │ Analyzing DownStrea┌──────────NOTICE──────────┐
  │ CRIS-LSD=Y         │                          │
  │ Owner=Y            │ This report will now be cancelled. │
  │ Meet=N             │                          │
  │                    │        OK                │
  │                    └──────────────────────────┘
  │                                 │
  │                                 │
  │                                 │
  │                                 │
  │                                 │
  └──────────────────────────┘      │

Trouble History (DLETH) Data Available for 4044170205
```

Figure 129 – Automatic Report Cancellation

14.4.4 RUNNING AN MLT TEST

If the end-user tells the DLEC that they are not experiencing voice troubles (answered the question in Figure 127 with a "N") then TAFI will automatically run a MLT test on the line.

⟹ **Note:** Since the end-user is reporting problems with his LSD to the DLEC, running the MLT test will not hurt his data transmission.

Figure 130 – DLEC TAFI Initiating a MLT Test

Notice that the status line indicates that the MLT test has been initiated. Also, depending upon a number of variables, it could take several minutes before the results are complete. The status line in the figure below indicates that the test results are now available.

```
 09 07 00 Trouble Analysis Facilitation Interface  BDTAFS2M   BST 00.4

  TN 404 417 0205                   NAME xCHOxLINE; SHARE TES
                        OOS N  ADDRESS 7 EXECUTIVE PARK DR

   -                                BUS   xNO MAINT CONTRACT
  Performing Test......            ROUBLE HISTORY
                                     FRAME
  and, once repaired, retry his HS data
  connection. Press 'Y' to continue.

 Meet=N                     |
 Not ok                     |
                            |
                            |
                            |
                            |
                            |
                            |
                            |

 TEST Results Available for 4044170205              01:17 09:51:12
```

Figure 131 - MLT Results Returned

Although the end-user indicated that his voice service was working fine, the MLT test results found a voice-related problem.

```
 09 07 00 Trouble Analysis Facilitation Interface  BDTAFS2M   BST 00.4

  TN 404 417 0205                   NAME xCHOxLINE; SHARE TES
                        OOS N  ADDRESS 7 EXECUTIVE PARK DR

   -                                BUS   xNO MAINT CONTRACT
  While testing we found a potential  ROUBLE HISTORY
  voice problem on the line.           FRAME

  connection. Press 'Y' to continue.

 Meet=N                     |
 Not ok                     |
                            |
                            |
                            |
                            |
                            |
                            |
                            |

 TEST Results Available for 4044170205              06:21 09:56:16
```

Figure 132 – TAFI Found Voice Level Trouble

```
09 07 00 Trouble Analysis Facilitation Interface  BDTAFS2M   BST 00.4

TN 404 417 0205                        NAME *CAO*LINE: SHARE TES
                        OOS   ADDRESS  7 EXECUTIVE PARK DR

   ┌─────────────────────────────┐   BUS    *NO MAINT CONTRACT
   │ -                           │   ROUBLE HISTORY
   │ Please have your customer report his   FRAME
   │ voice trouble to his service provider
   │ and, once repaired, retry his HS data
   │ connection. Press 'Y' to continue.
   └─────────────────────────────┘

   Meet=N               │
   Not ok               │
                        │
                        │
                        │
                        │
                        │
                        │
                        │
                        │

TEST Results Available for 4044170205              06:45 09:56:40
```

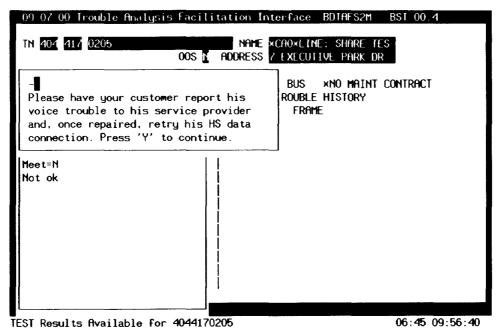*Figure 133 – Refer Customer to his Service Provider*

In this situation, the DLEC can not enter an LSD trouble report because a voice level trouble condition was detected. TAFI prompts the DLEC to tell his customer to report his voice level trouble to his voice provider. TAFI will cancel this report as shown below:

```
09 07 00 Trouble Analysis Facilitation Interface  BDTAFS2M   BST 00.4

TN 404 417 0205                        NAME *CAO*LINE: SHARE TES
                        OOS   ADDRESS  7 EXECUTIVE PARK DR

                                       WKG  BUS    *NO MAINT CONTRACT
         RM 227                         NO TROUBLE HISTORY
                                        MCAL   FRAME
   ┌────────────────┬──────────────────────┐
   │Analyzing DownStrea│ I         NOTICE     │
   │CRIS-LSD=Y         │                      │
   │Owner=Y            │ This report will now be cancelled. │
   │Meet=N             │                      │
   │Not ok             │        OK            │
   │                   └──────────────────────┘
   │                        │
   │                        │
   │                        │
   │                        │
   │                        │
   │                        │

TEST Results Available for 4044170205
```
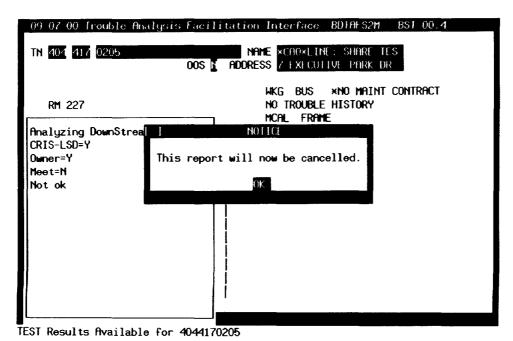
Figure 134   DLEC TAFI Cancels Report Due to Finding a Problem

14.4.5   OBTAINING TEST RESULTS

When the end-user does not have a testable trouble condition, TAFI will allow the DLEC user access to the MLT test results. In the following example the MLT tested OK:

```
09 16 00 Trouble Analysis Facilitation Interface  BRTAFIYM   BST 00.4

 TN  504  831  7897                     NAME  PANSANO, EARL M  JR
                         OOS N  ADDRESS  227 GLENDALE DR, MLT

  -|                                     RES   MAINT CONTRACT
  Do you wish to view the test          DAYS SINCE LAST TROUBLE
  results?                                FRAME

 CRIS-LSD=Y
 Owner=Y
 Meet=N
 TOK




 TEST Results Available for 5048317897                  01:53 06:58:23
```
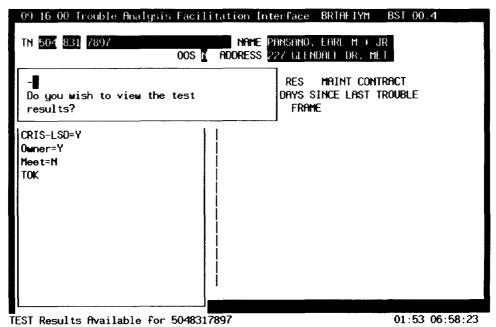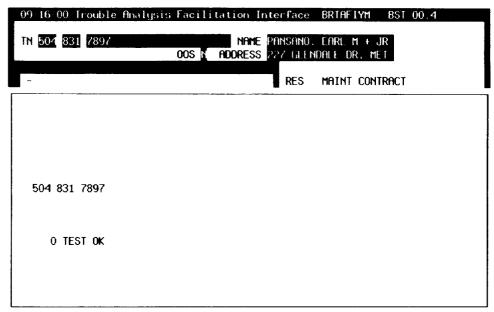
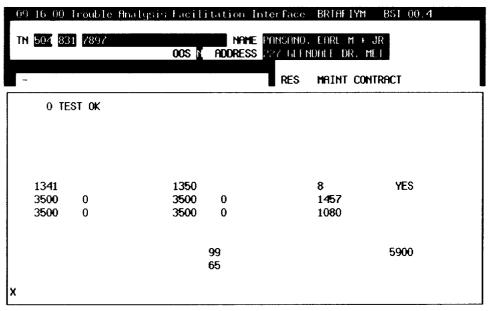*Figure 135 – Allowing DLEC to View Test Results*

At this point the DLEC could answer "N" and TAFI will generate a trouble report, etc. However, by answering "Y" to this question the DLEC can view the actual MLT results. The first screen shows the summary data (i.e., VER 0). By depressing the page down key, the user can see the raw test result values.

```
 09 16 00 Trouble Analysis Facilitation Interface  BRTAFIYM   BST 00.4

 TN 504 831 7897                    NAME PANSANO, EARL M + JR
                          OOS      ADDRESS 227 GLENDALE DR, MET

 -                                  | RES   MAINT CONTRACT




      504 831 7897



         0 TEST OK


```

TEST Results Available for 5048317897   02:12 06:58:42

Figure 136 – Summary Test Results

```
 09 16 00 Trouble Analysis Facilitation Interface  BRTAFIYM   BST 00.4

 TN 504 831 7897                    NAME PANSANO, EARL M + JR
                          OOS      ADDRESS 227 GLENDALE DR, MET

 -                                  | RES   MAINT CONTRACT
       0 TEST OK




      1341              1350              8       YES
      3500    0         3500    0         1457
      3500    0         3500    0         1080

                        99                5900
                        65
 X
```

TEST Results Available for 5048317897   02:29 06:58:59

Figure 137 – Raw MLT Test Data

After viewing the test results, the DLEC will depress F6 to complete the trouble report.

```
INITIAL TROUBLE REPORT - ROUTE FOR HANDLING
┌─────────────────────────────────────────────────────────────────────┐
│█                                                                     █│
│      TN 404 417 0205 _____ REPEAT N   EC 999  UNIT 33128309 │
│                                                     LOC RM 227  _____ │
│     NAME ×CAO×LINE; SHARE TES      SUB N     SO Y                      │
│  ADDRESS 7 EXECUTIVE PARK DR                                          │
│                                                                       │
│   REACH# 7706226000      ACCESS# _____     CALLED# _____ │
│  REMARKS _____       OK/ _____       REP BY Covad _____   │
│ TRBL DESC LSD  ××××  ____  ___                   NOTE _____         │
│ NARRATIVE -×[] req vend mt [38.SWXX.500007] - This is a  ____         │
│           test only - take no action - Gene Piatkowski  ____          │
│      MTR: _ LINK: _____                                  │
│  NEW COMM AS _____    ACCESS:  A ____  B ____      OS 09-07-00 0600P│
│    CUS DT _____       CAT CD  IRATE N  CC N        AS 09-07-00 0600P│
│   DT RECVD _____      SUB: CLSALT _  NI N          BC 09-08-00 0700P│
│                                                                       │
│   TEST RES _____  HANDLE VENDOR   MISC H54A _____ │
│ RECOMMEND req vend mt _____                   │
│█                                                    BDTAFS2M         █│
└─────────────────────────────────────────────────────────────────────┘
                                                      03:08 10:01:01
```
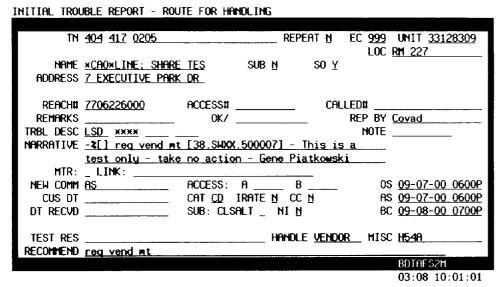
Figure 138 – Trouble Entry Screen

This screen provides a last chance to review information before it is sent to LMOS.

The REACH# field must contains the DLEC's maintenance telephone number (where BellSouth technicians call to close the report with the customer. This value is automatically populated from TAFI's internal table for the given DLEC. If this number is not correct (i.e., the DLEC may have multiple centers, etc.) the user can mover the cursor to this field and type in the correct value.

The name of the DLEC user (i.e., Bob Smith, Mary Jones, etc.) must be entered in the REP BY field (and not the company name as shown above).

The Commitment Time (or appointment time) is found in the NEW COMM field. In this example, the problem will be resolved by 6PM on 9/7/00.

Depressing the Enter key at this point will generate an LMOS trouble report.

14.4.6 **SUBSEQUENT REPORT PROCESSING**

Once the DLEC has entered an LSD report, he may wish to (a) check the status of the report, (b) add information to the report or (c) close the report because the root of the problem was identified outside of BellSouth's domain.

The DLEC will enter the circuit_id or end-users telephone number. When TAFI goes to LMOS as part of the report generation process, TAFI sees than a trouble report already exists for the number. TAFI will then check to see if the trouble type is equal too LSD. If it isn't, then TAFI will return a message indicating *"A voice report exists for this line. Please have your customer check his High Speed (HS) data connections after the voice problem is corrected."*

After displaying this message for ten seconds, TAFI will then cancel the DLECs TAFI entry and return to the ITEW.

If the trouble type on the pending report is LSD, TAFI will then confirm 'ownership'. If the user is not the owner, TAFI will display a message stating the **"This account belongs to another company"** for ten seconds and they will automatically cancel the TAFI transaction.

If the DLEC is the owner of the LSD report, TAFI will then display:


```
09 07 00 Trouble Analysis Facilitation Interface  BDTAFS2M   BST 00.4

 TN 404 417 0205                        NAME xCROxLINE, SHARE TES
                          OOS X  ADDRESS 7 EXECUTIVE PARK DR

 -█                                    BUS   xNO MAINT CONTRACT
 Do you wish to CLOSE the existing     ROUBLE HISTORY
 LMOS report - Y/N?                      FRAME

 DLR DLEX Data Available for 4044170205              02:54 10:12:43
```
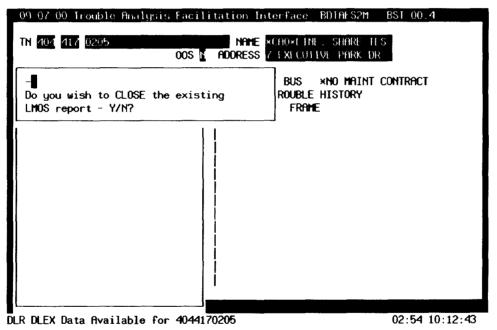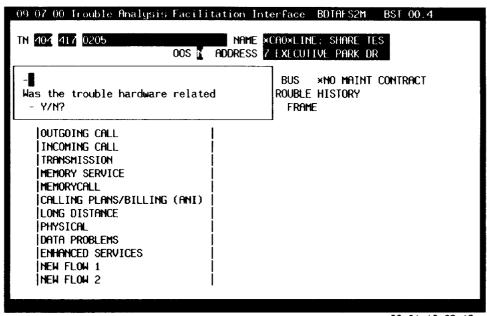
Figure 139 – DLEC Subsequent Report

If the DLEC answers "Y", TAFI will prompt for more information in order to close the report to the correct value.

```
09 07 00  Trouble Analysis Facilitation Interface  BDTAFS2M   BST 00.4

   TN 404 417 0205                    NAME xCAOxLINE; SHARE TES
                          OOS X   ADDRESS 7 EXECUTIVE PARK DR

    -▊                                    BUS   xNO MAINT CONTRACT
   Was the trouble hardware related     ROUBLE HISTORY
    - Y/N?                                 FRAME

      |OUTGOING CALL                |
      |INCOMING CALL                |
      |TRANSMISSION                 |
      |MEMORY SERVICE               |
      |MEMORYCALL                   |
      |CALLING PLANS/BILLING (ANI)  |
      |LONG DISTANCE                |
      |PHYSICAL                     |
      |DATA PROBLEMS                |
      |ENHANCED SERVICES            |
      |NEW FLOW 1                   |
      |NEW FLOW 2                   |
```
```
                                              00:21 10:23:13
```

Figure 140 – Hardware Closeout Question

If the DLEC answers "Y", then TAFI will close the report to "DLEC cleared Hardware Trouble" and if the answer is "N" TAFI will close the report to "DLEC reported Trouble Came Clear".

⇒ **Note:** If the pending trouble report is in a 'Dispatched' status, TAFI can not close the report but can only make a narrative update to communicate with the dispatched technician that the problem is resolved.

If the DLEC answered "N" to the question in Figure 139 (the user does not wish to close the existing report), TAFI then provides the opportunity for the user to update the ticket.
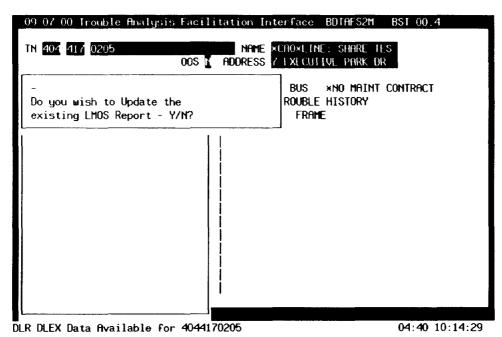
```
09 07 00 Trouble Analysis Facilitation Interface  BDTAFS2M   BST 00.4

TN 404 417 0205                      NAME  xCROxLINE: SHARE ILS
                             OOS    ADDRESS  7 EXECUTIVE PARK DR

   _                                   BUS    xNO MAINT CONTRACT
 Do you wish to Update the           ROUBLE HISTORY
 existing LMOS Report - Y/N?            FRAME
```

DLR DLEX Data Available for 4044170205   04:40 10:14:29

Figure 141 – Update Subsequent Report Question

If the DLEC answers "Y", TAFI will display the trouble report screen and the user can provide additional narrative information. If the DLEC answers "N", TAFI will cancel the transaction and return the user to the ITEW.